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ABSTRACT

This document consists of the first two issues of the new newsletter of the National Library of Education (NLE). This newsletter is designed to provide insight into the activities and programs occurring in the newest national library. The NLE is planned to be a virtual library that will bring together both providers and users of education information. The newsletter's first issue includes an introduction and articles on the following topics: Educational Resources Information Clearinghouse (ERIC) celebrates three decades of service; functions of the NLE Technology Resources Center; NLE advancements on the Internet, including the development and management of the Online Library and role in the creation of other U.S. Department of Education offices' web pages; and a profile of Dr. Vance Grant, specialist in education statistics at the NLE. The second issue contains an article by Blane K. Dessy, the NLE Executive Director, on the report "Access for All" describing the National Library of Education as a new kind of library positioned to meet the challenges of the future; "Research Syntheses on Critical Issues in American Education" (David Boesel); "Digitized Research Literature Project" (Judy Craig and Bob Thomas) describes a new service, offering a set of 31 disks containing approximately 8,300 ERIC resumes and over 5,000 full-text documents of the National Research and Development Centers; "Cross-Site Indexing Initiative" (Donna Timms) describes the one-stop shopping approach to Internet searching; ERIC services updates, including the "Virtual Reference Desk" and "The GEM Project: The Gateway to Educational Materials" (Judy Craig and David Lankes); and a staff member profile: "Keith Stubbs--the 'Web' Guru." (SWC/AEF)

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OPEN WINDOW

THE NEWSLETTER OF THE NATIONAL LIBRARY OF EDUCATION
U.S. DEPARTMENT OF EDUCATION – OFFICE OF EDUCATIONAL RESEARCH AND IMPROVEMENT

Volume 1, Number 1 January/March 1997

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
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FROM THE EXECUTIVE DIRECTOR

THE FIRST ISSUE

Welcome to the inaugural issue of *Open Window*, the newsletter of the National Library of Education (NLE). We hope that you will find it informative and that it will give you insight into some of the activities and programs occurring within the newest National Library.

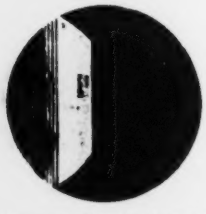
The vision for the National Library of Education is to be a new type of library, a virtual library that brings together both providers and users of education information. Our goal is to create a network of education information that is accessible to all regardless of location. Another goal is to provide the highest quality education information using the resources of the U.S. Department of Education and other libraries and information centers.

The staff of the Library have been working diligently over the past months to create the vision, the mission, and the goals. A committee of prominent librarians and information professionals have assisted us and guided our thinking. All of us who have been involved are excited about the prospects of creating a new Library that combines the best of traditional library services with the latest in information technology and networking. We hope that this new Library will provide the best service and function as a model for other information services.

I encourage you to contact us with your comments and ideas. We are eager to share our vision and our activities with others. By working together with other librarians and by providing excellent information services, we at the National Library of Education are looking forward to a very bright future.

Sincerely,

Blane K. Dessy
Executive Director



Knowledge Is Infinite

IN THIS ISSUE

From The Executive Director – page 1
The First Issue

ERIC – page 1, 2
ERIC Celebrates Three Decades of Service

Technology Resources – page 3
Center Helps Teachers Use New Technology

WWW / Internet – page 4
Full Speed Ahead

Profile – page 4, 5
Dr. Vance Grant: A Big Hit at NLE

ERIC

ERIC CELEBRATES THREE DECADES OF SERVICE

by Lynn Smarte

The Educational Resources Information Center (ERIC), a nationwide education information network sponsored by the National Library of Education, Office of Educational Research and Improvement, U.S. Department of Education, turned 30 years old in fall 1996. ERIC, created in the 1960s to collect federally funded education research and make copies available on paper or microfiche, now includes the world's largest and most frequently searched education database and a network of 16 subject-specific Clearinghouses, 9 adjunct Clearinghouses, and additional support components.

continued on page 2

2 BEST COPY AVAILABLE

U.S. Department of Education
Richard W. Riley, Secretary

Office of Educational Research and Improvement
Marshall S. Smith, Acting Assistant Secretary

National Library of Education
Blane K. Dessy, Executive Director

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As part of the year-long anniversary commemoration during the 1996–97 school year, ERIC has

- Produced a special anniversary issue of *The ERIC Review* (Winter 1996) featuring system highlights, photo-reproducible training materials, and thoughtful discussion of the uses of education information
- Administered a treasure hunt (with prizes) on the World Wide Web
- Distributed premiums, including posters, bookmarks, and folders
- Piloted full-text delivery of ERIC documents via the Internet (**http://edrs.com**).

"We want to make sure we celebrate ERIC's 30-year mark with a substantive gift to the education community," said NLE Executive Director Blane Dessy. "That's why we're focusing resources on developing materials that will help people understand and use ERIC more effectively. Full text, in particular, will help our customers and ensure that ERIC continues to harness technological advances to support education at all levels."

If you have access to the Internet, you can explore ERIC resources by starting with the systemwide Web site (http://www.aspen-sys.com/eric). From this site you can search the ERIC database, read or save copies of the popular ERIC Digest series of two-page research summaries, and link to more than two dozen award-winning Internet sites sponsored by ERIC, including the AskERIC Virtual Library (http://ericir.syr.edu), which includes hundreds of lesson plans, and the National Parent Information Network (http://ericps.ed.uiuc.edu/npin/npihome.html), a Web site full of short articles on child rearing and child development.

ERIC resources are accessible to anyone who needs them. All ERIC Clearinghouses have toll-free numbers in addition to Web and e-mail addresses. You also may use ERIC at more than 800 libraries and information centers across the country. If you need information and are not sure where to start, call ACCESS ERIC at 1–800–LET–ERIC (538–3742).

ERIC at a Glance

- The ERIC database now contains nearly 900,000 records of education documents and journal articles, including abstracts of 6,000 published books. More than 900 journals are indexed in the ERIC database, some cover to cover and others on a more selective basis.
- Each year, ERIC Clearinghouses produce more than 200 two-page resource summaries, called *ERIC Digests*, on such important topics as assessment, reading instruction, and education technology.
- Four private online database vendors and six CD-ROM vendors currently offer the ERIC database. ERIC also is accessible via the Internet and links to publicly available ERIC search sites which can be found at (**http://ericae2.educ.cua.edu/search.htm**).
- More than 1,000 institutions in 27 countries provide access to the ERIC database.
- ERIC staff provide customized responses to more than 50,000 toll-free calls and 80,000 letters per year.
- More than 300,000 individuals use ERIC's continually updated Internet services each week.
- ERIC Clearinghouses distribute more than 5 million copies of its publications in 1995, many of them at no cost.
- ERIC looks to the private sector to provide access to the database, document and article delivery, and publishing services. Such companies as Apple Computer, Inc., Sun Microsystems, and Personal Librarian have provided generous contributions to support technological advances. Theses relationships enable ERIC to offer enhanced products and services at no additional cost to the government or to taxpayers.

EDRS Expands to Offer Electronic Access

What's the latest on electronic access to the full text of ERIC documents? The ERIC Document Reproduction Service (EDRS) has completed its facility expansion, and all the new system components are in. A prototype online access system will soon be available for user exploration and testing (http://edrs.com/edrs/what's new.html). It contains four "topical" bibliographies with links to associated document images. Users have unlimited, free access to these files in either CPC or PDF formats. EDRS encourages users to provide feedback throughout the test phase. Additionally, if you need an order form or product and pricing information during non-business hours, try the new EDRS voiceback service. Call 1–800–443–ERIC to access information about document delivery services. The system also provides faxback service, so you can obtain an order form and other materials.

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CENTER HELPS TEACHERS USE NEW TECHNOLOGY

by Nancy Flores

"How can we get technology to be fully used by the classroom teacher?" This is the question most often asked by visitors to the National Library of Education's (NLE's) Technology Resources Center (TRC). The question has been raised by administrators, by teachers, and even by ministry of education officials who have control over a country's school system—yet still run into resistance. For example, one recent visitor was a computer inspector from Hong Kong Public Schools. "My job," he said, "was not to inspect the computer equipment or its operation, but rather to determine whether the teacher was using the computer effectively in the classroom."

What Do Teachers Need?

Part of the problem may be that today's teachers were not brought up through the educational system using computers. Even though some have since learned the basics, teachers still need more training in how to integrate the new technology into the curriculum. When teachers see what is available, they are usually excited; but they need the necessary tools, and they need to master them.

Lack of funds for equipment and teacher training are apparently common denominators all over the world, according to those who visit TRC. And now with the Internet, obtaining access is becoming another hurdle. Even in some of the most affluent areas, students are not able to access the Internet on their school's computers because they don't have the necessary telephone lines. On the other hand, not only do some schools have network access, but they also have their own home pages on the World Wide Web.

How Do They Get It?

Educators have solved these problems through participation in public and private grant programs, through partnerships with business and industry, and with old-fashioned fundraising. These means are often used to acquire new equipment or to upgrade old equipment. For training, experienced teachers sometimes instruct other teachers. In addition, there are private volunteer groups that can help. For example, Tech Corps is a corporation that helps mobilize community resources to provide training and specialized expertise in how to apply technology to the classroom. (Tech Corps can be reached at **http://www.ustc.org**).

TRC Director Sheldon Fisher demonstrates new large-screen monitor to NLE staff David Tsuneishi, Cynthia Tapscott, and Rod Pelton.

How Are We Helping?

TRC also is playing a role in the solution. Located just off the main reading room of the National Library of Education at Capitol Place, TRC contains the very latest in computers, software, and information. At TRC, you enter an amazing technological world of sound, sight, and interaction. Up and running everywhere are colorful, animated programs that sing, talk, challenge, educate, and entertain. TRC's mission is to give professional educators ideas on how to apply this technology in their classrooms and to inspire creative teaching techniques that will motivate students to learn. And that it does.

Created by Sheldon Fisher 10 years ago, the Center gets top-of-the-line equipment on long-term loan from such vendors as Apple, IBM, Compaq, and other computer manufacturers. Hundreds of software programs come from almost every major producer of CD-ROM and computer education material in the country. In addition, several online services have given TRC unlimited free access.

Although TRC does not evaluate, recommend, or endorse products, education and training professionals who visit the Center have a unique hands-on chance to try products that can help them in their classrooms and see for themselves whether they are effective. Mr. Fisher provides custom presentations keyed to the needs of visitors, whether they are alone or in groups, such as local university classes.

Visitors to the Center come from other federal agencies, state agencies, national education associations, and school systems nationwide. TRC also works with the U.S. Department of Education's Office of International Education, the U.S. Information Agency, and private international visitor organizations to make educators worldwide aware of its resources. Over the years, educators from more than 75 foreign countries have used the Center. Some from Japan, Sweden, Lithuania, Brazil, and China visit regularly every year. "Many arrive having been referred by previous delegations," Mr. Fisher says. "At TRC," he adds, "we try to communicate the idea that technology—properly used by knowledgeable instructors—can improve education and training."

FULL SPEED AHEAD

by Kent Stubbs and Judy A. Craig

The National Library of Education (NLE) is moving at a rapid pace on the information superhighway and aggressively taking advantage of the customer service possibilities created by the expansion of the Internet, World Wide Web, and other online technologies.

NLE developed the Online Library, manages it, and is helping most of the U.S. Department of Education's (ED's) other offices build their presence on the World Wide Web. Initially created in 1993 to disseminate education research and improvement information, the system has grown to become the Department's main World Wide Web site on the Internet. It features information about student aid, upcoming grants and contracts, new research findings and statistics, the latest press releases, lots of full-text publications, and an extensive set of links to ED-funded and other education Internet sites. A search feature makes it easy to find the information you seek among the 15,000-plus pages.

In the past year, the Online Library has received numerous honors and awards. It is consistently rated both as one of the best education resources on the Internet and as one of the finest federal agency Web sites. Check out the link "award-winning" near the top of the ED home page (**http://www.ed.gov**) to see all the awards and recognition garnered by the ED Online Library, AskERIC, and other ED-funded Internet sites.

Use of the Online Library is climbing sharply. During January 1997, the site received more than 5 million hits from more than 250,000 individual computers in 105 countries–use has nearly tripled in the past year.

NLE also is leading the way in establishing guidelines for use of the Web. The *U.S. Department of Education World Wide Web Server Standards and Guidelines*, written by NLE, was adopted as a Department-wide standard in April 1996 and forms the basis for Web standards at many other federal agencies. The document is available online at (**http://inet.ed.gov/~kstubbs/wwwstds.html**).

Watch the Online Library in coming months for useful new features such as a searchable directory of hundreds of education resource organizations, a convenient "Topics A–Z" index to the entire site, and a redesigned NLE home page.

DR. VANCE GRANT: A BIG HIT AT NLE

by Nancy Floyd

"Numbers come easy," says Dr. Vance Grant, specialist in education statistics in the National Library of Education. Dr. Grant started working for the Office of Education in the U.S. Department of Health, Education, and Welfare in December 1955. Going on 41 years ago! "In those days," he says, "the whole Office had just 300 people—you knew everybody. Now we are more complex; we have more programs and are more impersonal." He can think of only two people who are still in the Department who were here in those earlier days.

Dr. Grant loves his job. What he likes about his work, he says, "is having the public contact and the feeling of being helpful, seeing what people's needs are, and seeing the results of your labor." Over the years he has developed a team of contacts in other organizations, especially the Bureau of the Census, National Education Association, and

continued on page 5

Dr. Vance Grant

the Bureau of Labor Statistics, and they constantly help to keep one another up-to-date by sharing information.

Big Fans

Even the rich and famous have made use of Dr. Grant's knowledge. He has received letters from two former U.S. Senators, Edward Brooke of Massachusetts and Jacob Javits of New York, commending him for an article he had written for *American Education* magazine and requesting additional information. He's also had "thank yous" from former Secretary of State Dean Acheson, former Harvard President Derek Bok, political analyst James K. Kilpatrick, *Time* writer Hugh Sidey, and *Making of the President* author Theodore White, following up on information he had provided to them.

Who better to enlighten the public about education statistics than one steeped in education himself. Imagine earning five degrees! Dr. Grant received a BA from Piedmont College in Demorest, Georgia; then a BBA from the University of Georgia; then an MA in Education Psychology from Columbia University and an MS in Personnel Psychology from Florida State University; and finally a PhD in Political Science from the University of Maryland.

Customers First

Dr. Grant is the "consummate professional," say his colleagues. He tries to make sure that his customers are both happy and satisfied. Most of them are referred to him from the Library's 800 number, but many regular customers call him directly, as do others who have heard of his excellent service. When not manning the reference desk phones, he's in his office answering more calls, surrounded by his own floor-to-ceiling collection of extremely well organized volumes of education statistics.

It seems natural that off the job, Dr. Grant would have a hobby like batting around baseball stats. It's no surprise that an avid fan since high school, his favorite teams are the Baltimore Orioles and the Atlanta Braves. The father of two children and grandfather of three (two girls and one boy), Dr. Grant and his wife Lynnie enjoy traveling and playing duplicate bridge. They combined both last year by competing in a regional tournament on the Queen Mary, docked in Long Beach, California, where they won red and gold master points.

His favorite read? History, biography, and *U.S. News and World Report*. Playing his own part in history, Dr. Grant was a radio operator during World War II. In fact, he first visited Washington, DC while in the Navy. Impressed, he returned to make the nation's capital his home.

NLE TELEPHONE NUMBERS

Library Administration
Phone: (202) 219–2289
Fax: (202) 219–1970

Reference/Research/Statistics
Phone: (202) 219–1692
Outside Washington Area
1–800–424–1616
Fax: (202) 219–1696

Internet HomePage
http://www.ed.gov/NLE

Circulation/Interlibrary loan
Phone: (202) 219–2238

Legislative Reference Service
Phone: (202) 401–1045
Fax: (202) 401–9023

Technology Resources Center
(202) 219–1699

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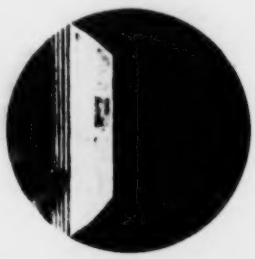

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NLE PUBLICATIONS

The National Library of Education produces a number of free publications available by mail, phone, fax, or e-mail. Among them are the NLE poster, bookmark, and rolodex card. *Fact Sheets* are available on ERIC, the U.S. Department of Education Online Library, the Technology Resources Center, the Legislative Reference Service, the Current Literature Awareness Service (CLAS), Special Collections, and Circulation/Interlibrary Loans. We also have a limited number of copies of *U.S. Department of Education World Wide Web Server Standards and Guidelines*.

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THE NEWSLETTER OF THE NATIONAL LIBRARY OF EDUCATION

U.S. DEPARTMENT OF EDUCATION · OFFICE OF EDUCATIONAL RESEARCH AND IMPROVEMENT

Volume 2, Number 2 *Fall 1997*

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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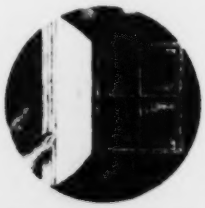
FROM THE EXECUTIVE DIRECTOR

BECOMING A REALITY

Our recently completed report, *Access for All*, describes the National Library of Education as a new kind of library that is positioned to meet the challenges of the future. We have received many positive comments regarding our report and our proposed efforts. Thanks to all who have voiced their opinion.

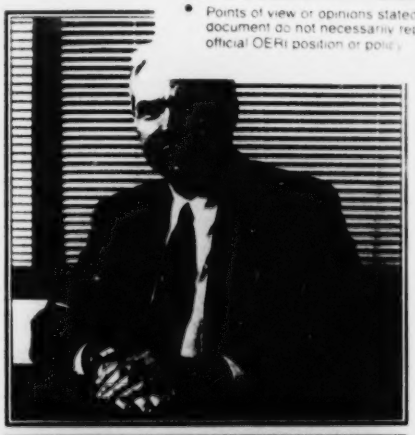
We are striving to create a library that is virtual and collaborative, proactive and responsive, and creative and visionary while maintaining the highest standards of customer service.

Since the report's release, we have been working toward making that document a reality.



Knowledge Is Infinite

- We are in the planning stages for a U.S. Education Information Network, with an organizational meeting scheduled this fall.
- We have begun plans for a research program in collaboration with the National Research Institute for Post-secondary Education, Libraries, and Lifelong Learning.
- We have continued to upgrade our technology with the implementation of a new telephone system and customer service support software in addition to general computer enhancements.
- We are continuing our efforts to manage the Department of Education's Web site.
- We are initiating new projects to handle distribution of all departmental publications and to create a new National Clearinghouse on Educational Facilities.
- We are expanding our publications to include the series *Advances in Education Research*, as well as a new series on meta-analyses of education issues.
- We are developing a collaborative project with several higher education professional associations to create an information service for international students and educators.
- We are preparing to move the Library into the Department's main building early in 1998. For the first time, the National Library of Education will be housed in the Department's headquarters. At that time, all of our collections will become publicly accessible, and our online catalog should be available on the Internet.



BLANE K. DESSY

Other articles in this issue of *Open Window* describe some of these activities in more detail. I encourage you to read about our efforts and how our services may be of benefit to you.

We are striving to make our Library a preeminent education information service. With your support, I know that we can succeed.

Sincerely,

Blane K. Dessy
Executive Director

IN THIS ISSUE

From The Executive Director – page 1

Becoming A Reality

Research & Development – page 1, 2

WWW / Internet – page 3

Cross-Site Indexing Initiative

Staff Profile – page 4, 5

Keith Stubbs The Web Guru

U.S. Department of Education — *Richard W. Riley, Secretary*
Office of Educational Research and Improvement — *Ricky Takai, Acting Assistant Secretary*
National Library of Education — *Blane K. Dessy, Executive Director*

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Judy Cook, Editor

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NLE continues to build knowledge as additional research endeavors emerge. New projects include a research synthesis series, an impressive collection of research literature on a set of CD-ROMs, and a periodic compilation of quality research through *Advances in Education Research*.

RESEARCH SYNTHESES ON CRITICAL ISSUES IN AMERICAN EDUCATION

The National Library of Education (NLE) is initiating a series of research syntheses on critical issues in American education. Dr. David Boesel, in collaboration with other researchers at the Office of Educational Research and Improvement (OERI), will prepare the syntheses.

The NLE Research Synthesis Series is designed to address the lack of balanced and objective information needed to guide the actions and decisions of researchers, policy makers, teachers, administrators, students, and parents.

The NLE Research Synthesis Series is designed to address the lack of balanced and objective information needed to guide the actions and decisions of researchers, policy makers, teachers, administrators, students, and parents. Often it is hard to tell what conclusions can be drawn from education research. The Synthesis project will address this need by collecting the empirical literature on critical issues in education, perusing research methods and results, and producing studies that are comprehensive and unbiased.

The first synthesis in the series is a study of the General Equivalency Diploma (GED) test. The study, authored by Dr. David Boesel, Dr. Nabeel Alsalam, and Dr. Thomas Smith, examines a large body of empirical research on the outcomes of GED certification in postsecondary institutions, the labor market, and the military. The performance of people with GEDs is compared with that of other dropouts and high school graduates. The study is expected to be published by early fall.

For more information, contact Dr. David Boesel at 202-219-1597.

Advances in Education Research, SPRING 1997

by Judy Cole

In its role as the nation's collector and creator of education research information, the National Library of Education produces publications such as *Advances in Education Research* to promote recent research findings and disseminate the latest education information. The spring 1997 issue presents seven articles that cover two themes: reading comprehension and subject-area learning. The articles unify these two themes under a central focus: the processes through which students understand, interpret, and use information. To investigate these processes, the researchers employ a variety of approaches, including direct observation, case study analysis, experimental intervention, and research synthesis.

Copies of *Advances in Education Research* may be obtained by contacting the National Library of Education at 1-800-424-1616.

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DIGITIZED RESEARCH LITERATURE PROJECT

by Judy Craig and Bob Thomas

As a new service, the National Library of Education is offering a set of 31 disks containing approximately 8,300 ERIC resumes of Research and Development Centers and over 5,000 full-text documents found in the ERIC database of all National Educational Research and Development Centers from 1966 to 1997. These materials, previously available only in microfiche or as paper copies, give educators and researchers access to the latest education information. A search engine will provide quick access to digital images of curriculum and instructional materials.

The National Library of Education is offering a set of 31 disks containing approximately 8,300 ERIC resumes of Research and Development Centers.

The Focus Search Scope offers users a variety of search features. A user may search choosing either one or all of the following: document number, clearinghouse number, title of publication, publication type, author, descriptors, identifiers, issue, abstract, and institution.

Users will have an option of either a 16-bit or a 32-bit platform. Disk one will be utilized to reflect future additional information. For convenience, users can minimize the screen, backtrack, and view another disk.

For more information, contact Bob Thomas at 202-219-1925.

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The Educational Resource Information Center (ERIC) system has been characterized as the foundation of the National Library of Education. While this vision is still being developed, several projects at the ERIC Clearinghouse on Information & Technology and the ERIC Document Reproduction Service (EDRS) are providing components to this foundation. The latest projects include the GEM project, the Virtual Reference Desk, and the release of Electronic ERIC Documents online.

The Virtual Reference Desk:

EXPLORING DIGITAL REFERENCE SERVICES

by Judy Craig

The Virtual Reference Desk is an effort of the National Library of Education (NLE) and the ERIC Clearinghouse on Information & Technology to explore and support the emerging field of digital reference services. The MAD Scientist Network, Ask Dr. Math, and the NLE's own AskERIC service, all digital reference services, answer thousands of questions each week from the education community. The Virtual Reference Desk will create a common set of resources used to support these services, including training materials, case studies of exemplary digital reference services, and a cross-subject question - answer knowledge base that will capture the information generated by these services. The project is helping to build the Virtual Reference Desk for the emerging "virtual" National Library of Education. For more information, contact David Lankes, Associate Director, ERIC/IT, at 1-800-464-4100 or by e-mail at rdlankes@ericir.syr.edu.

THE GEM PROJECT: THE GATEWAY TO EDUCATIONAL MATERIALS

by Judy Craig and David Lankes

The National Library of Education (NLE) is responding to President Clinton's mandate to ensure that all Americans have the best education in the world. In addition, the NLE Advisory Task Force identified lesson plans and teacher's guides as a top-priority area in which NLE should apply library and information science expertise. Armed with both of these charges, the NLE is spearheading a consortium effort called Gateway to Educational Materials (GEM), which will provide the nation's teachers with one-stop, any-stop access to Internet lesson plans.

There are thousands of lesson plans and other curriculum units in Web and Gopher sites across the Internet. For most teachers, these valuable resources are difficult to find in an efficient, effective manner. The goal of the GEM project is to solve this resource access problem.

According to Michael B. Eisenberg, Director of ERIC/IT, "This project's goal is to provide a new set of tools to get information into the hands of educators quickly and easily so that children can learn." This effort will create a standard way of describing educational materials and gathering these descriptions into a single catalog. This catalog will create easy access to teaching and learning materials on the net...no matter where they reside.

"This project's goal is to provide a new set of tools to get information into the hands of educators quickly and easily so that children can learn."

The first phase ends October 1997. For more information, contact Nancy Morgan, GEM Coordinator, ERIC/IT, at 1-800-464-4100 or by e-mail at nmorgan@ericir.syr.edu.

NLE's ONE-STOP REFERENCE SERVICE GETS A TECHNOLOGICAL BOOST

by E. Stephen Hunt

Toll-Free Number

The National Library of Education's (NLE's) one-stop reference service for education information includes a toll-free telephone number, 1-800-424-1616. The NLE toll-free number is one of the busiest library call centers in the federal government, handling an average of 200-300 calls per day. Several recent improvements to the 800 number service will make it a more efficient and customer-friendly operation.

NLE has now installed the first phase of a complete upgrade for its 800 number service, including a state-of-the-art Teloquent automated call center system and a customized Lotus Notes software package for customer service data processing. The new systems can handle most foreseeable reference call needs with a capacity to route over 200 calls simultaneously through approximately 80 separate operators.

Teloquent Phone System

The Teloquent ISDN phone system is supported by two powerful dedicated servers that perform automatic call distribution (ACD) and voice system modulation (VSM). ACD intercepts an incoming call if all lines are busy and automatically queues it in the order received. The caller is informed of how long he or she can expect be "on queue" and of a menu of options. Selecting any of the options results in an instantaneous call switch to a preset location without the caller having to redial or wait for an operator. VSM controls the tone modulation of the phone line to ensure a clear connection and permit call monitoring. Data on call volume, call origin, and how the call is processed are recorded automatically and continuously. National Library of Education staff are able to log on to the system from their desks for the period they are scheduled to be on call; when they log off, the phone set operates like a regular ISDN telephone.

Lotus Notes

NLE's Lotus Notes, is installed on the desktop computers of reference services staff and permits them to record customer data and how each customer was served while they are on the telephone with a caller. Staff also have a Frequently Asked Questions (FAQ) feature that allows them to enter and share answers they have given to customer inquiries. The FAQ feature can potentially save a great deal of time and frustration in responding to special requests.

In developing these upgrades, NLE closely examined call center operations at other federal libraries and agencies as well as the missions and functions of the various main 800 numbers within the Department. The 800 number system of the ERIC program was also examined and will become part of the new NLE menu of call options.

Staff Training

National Library of Education (NLE) staff are now being trained to operate the systems. Several refinements are already being planned, including an improved TTY service for hearing-impaired customers, more Teloquent telephone sets for other NLE staff, more sophisticated caller options, and links to other information providers.

For more information, contact E. Stephen Hunt at 202-219-1882.

ONE PUBS PROJECT

by Judy Craig

The National Library of Education (NLE), in collaboration with the U.S. Department of Education and the Office of Educational (ED) Research and Improvement (OERI), is developing a one-stop information products service called One Pubs.

This service center will be responsible for distributing ED's publications and other products such as brochures, CD-ROMs, videotapes, and posters from the entire Department. The purpose of this new center is to support principal offices within ED by providing a full range of mail management, storage, order fulfillment, and distribution services. The Department's and our customers' needs will be served more efficiently by streamlining the Department's distribution process.

Key features of the One Pubs project will be a toll-free number from which customers can request ED publications or products, a searchable database containing ED's informational products, a state-of-the-art inventory system, publications storage, referral capabilities, enhanced mailing list capacity, electronic ordering, and bulk distribution. The emphasis will be placed on one-stop shopping, where most requests would be answered through one telephone call within a specified period of time, for maximum customer service. The performance-based contract requires that the contractor provide ED with clear, concise monthly reports summarizing product volume by each principal office.

The focus of One Pubs is clearly on customer service, overall efficiency, and cost savings. A cross-agency team is working with the NLE on transitional issues. The new project is expected to be operational by January 1998.

For more information, contact Jim Clemmens, NLE, at 202-219-2068

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KEITH STUBBS
THE "WEB" GURU

The Department's Online Library consistently wins awards as one of the best education resources on the Internet and as one of the finest federal agency Web sites. The site's reputation is the result of Keith Stubbs' direct work and supervision.

In the Beginning

Keith Stubbs joined the Department of Education (ED) in 1976 as a trainee computer programmer. He then served 10 years as a computer specialist developing administrative support and management information systems. During this time, he designed and developed a correspondence control system that was adopted by eight other federal agencies. Keith was consistently an early adopter of new technologies, including database management systems, minicomputers, and PCs.

The Move to OERI

In 1986, he moved to the Office of Educational Research and Improvement (OERI) to work on electronic dissemination projects. There he was Senior Systems Analyst for 3 years and Branch Chief and Division Director for 7 years. In 1990, Keith received a Special Act Award for designing and developing Edsearch: Education Statistics on Disk, innovative software that provides convenient access to thousands of statistical tables and charts from flagship NCES publications, employing advanced information retrieval, compression, and user interface techniques. He also launched a project to use electronic networking to promote information sharing among education research and development centers, regional labs, and ERIC Clearinghouses. He decided to base the system on an obscure research network called the Internet.

World-Wide Presence

Keith established the Department's first public presence on the Internet beginning with the ERIC Digest database in 1992 and continuing with the Gopher in October 1993. His pace of hard work continued with the Department's presence on the World Wide Web in March 1994. For most of our readers, the rest is history. In 1995, with the creation of the National Library of Education, he became Director of the Resource Sharing and Cooperation Division. In September of that year, he led the award-winning redesign of the ED Web site. His redesigned site has consistently been rated as one of the top federal and educational sites. The site currently includes all Department offices, and the online library has expanded to over 20,000 files. These files are accessed each month by more than 300,000 computers from all states and sectors of the United States and over 100 countries.

And the Beat Goes On

In 1996, Keith wrote the *U.S. Department of Education World Wide Web Server Standards and Guidelines*. This document was one of the first federal policy documents on Web use. The document rapidly formed the basis for *Federal Web Consortium Guidelines*. It was adopted/adapted by numerous web sites, including federal, state, university, library, international, and digital library project sites. It has also been used as a text for technology courses.

Keith's dedication to excellence has continued as the designer and manager of one of the first Internet Customer Surveys (October 1996-January 1997) approved by the Office of Management and Budget. Over 1,500 responses indicated a high degree of satisfaction with ED Internet services.

KEITH STUBBS

Keith continues to represent ED on the Federal Web Consortium, a group of 16 federal agencies recognized by Vice President Gore, formed to inform, advance, and coordinate federal use of Web technologies. He also serves as Co-Chair of the Department's Internet Working Group and directs several cross-site indexing, cataloging, and searching projects to help people find the information they seek among the exploding volume of educational materials scattered across thousands of Internet sites.

In his spare time, (when???), Keith is a frequent presenter and panelist at numerous technology conferences. He lives in Great Falls with his wife, Molly, and three horses, a pony, four cats, and a dwarf rabbit. Keith quickly tells you that all of the animals belong to Molly. When asked about his hobbies, it's no surprise that his reply includes, "catching up on e-mail; camping [where there's no e-mail]; and listening to a wide range of music, from Bartok to zydeco."

Born in Washington, DC, educated in District public schools and at Brown University, it's an understatement to say that Keith Stubbs has given this area and the world an enormous amount of his time and effort. The National Library of Education is grateful.

NEW CLEARINGHOUSE

By Judy Cain

Anyone needing information regarding the costs of constructing and maintaining education facilities can, for the first time, find national assistance through a new National Clearinghouse for Education Facilities.

The new Clearinghouse will provide information and technical assistance, including the removal of environmental hazards; improvements in air quality; plumbing, lighting, heating, and air conditioning; electrical systems; construction activities needed to meet the requirements of Section 504 of the Rehabilitation Act of 1973; and construction that facilitates the use of modern technologies.

The primary effort of this contract is to provide information and technical assistance on education facilities to elementary and secondary schools, practitioners, decision makers, governing boards, state and local education agencies, and other interested parties. The Clearinghouse will employ a variety of resources and existing programs to gather and disseminate information on innovative and efficient construction technologies and techniques, indoor environmental quality practices, durability, maintenance costs, and energy use, as well as information on how to use energy cost savings to improve facility maintenance.

A contractor will establish a database and Web site of information on educational facilities issues. The database will also include the latest information on school construction activity across the nation. Each state's school infrastructure financing mechanism will be included in the database. The role of planning for and implementing building improvements that increase schools' safety and technology is critical to the success of this project. The contractor will perform other duties and oversee additional activities that will enhance the productivity of the clearinghouse.

For more information, contact Jack Lyons, NLE, at 1-800-424-1616.

A NEW GLOBAL EDUCATION MARKETPLACE

The U.S. Network for Educational Information (USNEI) is a new partnership between federal agencies and private-sector organizations dedicated to improving information services for Americans interested in studies and exchanges abroad and for overseas students, parents, and educators interested in American education.

USNEI functions as a distributed information reference network managed by the National Library of Education, U.S. Department of Education. A major role of USNEI is to serve as the United States' official national education information center (NEIC/USNIC) in cooperation with other such centers overseas.

Current reference partners in the network include the U.S. Department of State, the U.S. Information Agency, the American Council on Education (ACE), the American Association of Community Colleges (AACC), the American Association of Collegiate Registrars and Admissions Officers (AACRAO), the College Board (CEEB), the Council of Graduate Schools (CGS), the Institute of International Education (IIE), and NAFSA-Association of International Educators. Participating offices within the U.S. Department of Education include the Office of Postsecondary Education (OPE), the Office of Educational Research and Improvement (OERI), the Office of the General Counsel (OGC), the Office of Interagency [illegible] Affairs (OIIA).

USNEI [illegible] advisory and ref[illegible] of all [illegible] partner organ[illegible] on the World Wide Web wi[illegible] curate and [illegible] American [illegible] educational systems, degrees and credentials, and studying or teaching abroad, as well as other resources for further information. Links to foreign and domestic information sources will be provided, as well as to individual institutions.

USNEI is designed deliberately to reflect the diversity and autonomy of the U.S. postsecondary education system and to put the information customer in touch with the correct information provider or decision maker as efficiently as possible.

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NLE PUBLICATIONS

The National Library of Education produces a number of free publications available by mail, phone, fax, or e-mail. Among them are the NLE poster, bookmark, and rolodex card. *Fact Sheets* are available on ERIC, the U.S. Department of Education Online Library, the Technology Resources Center, the Legislative Reference Service, the Current Literature Awareness Service (CLAS), Special Collections, and Circulation/Interlibrary Loans. We also have a limited number of copies of *U.S. Department of Education World Wide Web Server Standards and Guidelines*.

To order, write:

National Library of Education
U.S. Department of Education
Office of Educational Research and Improvement
555 New Jersey Avenue, NW
Washington, DC 20208-5721

Phone: (202) 219-1692
Outside Washington Area call 1-800-424-1616
Fax: (202) 219-1696
E-mail: library@inet.ed.gov

TELEPHONE NUMBERS

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Internet HomePage
http://www.ed.gov/NLE

Circulation/Interlibrary loan
Phone: (202) 219-2238

Legislative Reference Service
Phone: (202) 401-1045
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Technology Resources Center
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